

**FOR IMMEDIATE RELEASE**

## **Independent Glass Association Opposes North Carolina HB 356 Unless Substantially Amended Press Release**

*IGA says NCOIL-style auto glass legislation does not protect consumers and shifts more control to insurers, TPAs, and affiliated network interests*

**[Scottsdale, Arizona and Raleigh, NC] — [June 2, 2026]** — The Independent Glass Association has filed formal opposition to North Carolina House Bill 356 unless the motor vehicle glass provisions are substantially amended to protect consumers, preserve independent shop rights, and address insurer, third-party administrator, and network control over the auto glass claims process.

HB 356 includes language modeled after the NCOIL-style Motor Vehicle Glass Act that has appeared in multiple states. While these bills are often promoted as consumer protection and anti-fraud measures, the IGA warns that the current version of HB 356 does not provide real consumer protection. Instead, it places new restrictions and procedural burdens on independent glass shops while failing to meaningfully regulate the insurer-controlled claim channels, TPA networks, and affiliated repair interests that can influence where consumers are directed for service.

*“HB 356, as written, is not a consumer protection bill,” said Gary Hart, Executive Director of the Independent Glass Association. “It gives the appearance of protecting consumers while protecting insurers and their TPA partners, including network operators like Safelite. If North Carolina lawmakers want real consumer protection, this bill must be substantially amended.”*

The IGA supports proper ADAS calibration disclosure, honest consumer communication, and fair standards for the auto glass industry. However, the association strongly opposes using those topics as cover for legislation that weakens independent repairers, limits lawful assignment rights, and allows insurer and TPA-controlled claim channels to maintain influence over consumer repair decisions.

*“At the center of this issue is consumer choice,” Hart said. “A policyholder should be able to choose the qualified glass shop they trust without being steered, delayed, pressured, or financially influenced into a preferred or affiliated network. HB 356 does not do enough to protect that right.”*

The IGA is calling for substantial amendments to HB 356, including provisions that preserve lawful Assignment of Benefits when voluntarily executed by the consumer, prohibit insurer and TPA steering, require disclosure of conflicts of interest, protect fair payment rights, and apply accountability equally to insurers, TPAs, networks, adjusters, producers, affiliated repair providers, and repair facilities.

The association also warns that HB 356 is part of a broader national trend. Similar NCOIL-style legislation has been introduced or advanced in other states, and the outcome often depends on whether independent shops and consumers engage early.

*“The IGA has been effective in multiple states when shops get involved,” Hart said. “In Washington, the industry was able to help defeat harmful legislation. In Virginia, the language was narrowed. In Illinois, strong shop involvement helped push back and slow the process. Those results did not happen by accident. They happened because independent shops spoke up and worked with the IGA.”*

Hart said the opposite has also been true in states where there was not enough local engagement.

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*“In states like Louisiana, Iowa, and New York, there was not enough shop and consumer involvement, and the same NCOIL-style legislation was able to move with limited opposition beyond the IGA’s efforts,” Hart said. “The IGA cannot carry every state alone with limited resources. If shops wait until these bills become law, it is too late.”*

According to the IGA, HB 356 should not advance in its current form because it does not adequately address the actual power imbalance in auto glass claims. The association says the bill should be amended to regulate not only repair facilities, but also the entities that control claim intake, referral systems, network participation, payment decisions, and consumer communication.

*“A bill that regulates independent shops while leaving insurer and TPA control largely untouched is not balanced,” Hart said. “If lawmakers are serious about protecting consumers, then every party involved in the claim process must be held accountable, not just the local shop serving the customer.”*

The IGA is urging North Carolina lawmakers to oppose HB 356 unless amended and is encouraging independent glass shops, technicians, employees, and consumers to contact members of the North Carolina Senate Finance Committee.

At a minimum, the IGA says HB 356 must be amended to:

- Preserve lawful Assignment of Benefits when voluntarily executed by the consumer.
- Protect the consumer’s right to choose any qualified glass repair facility.
- Prohibit insurer, TPA, network, adjuster, producer, or affiliated-provider steering.
- Require clear disclosure of ownership, affiliation, referral, or financial conflicts of interest.
- Remove claim-control language that forces consumers into insurer or TPA channels before their chosen shop can assist them.
- Apply accountability equally to all parties involved in the claim process.
- Preserve fair payment and dispute rights.
- Add meaningful enforcement, stronger penalties, and practical remedies for consumers and shops harmed by unfair claim practices.
- Protect ADAS calibration transparency without using it as a pretext for claim control.

*“North Carolina has a choice,” Hart said. “It can pass another one-sided template bill that benefits the insurance claim-control system, or it can demand real consumer protection that preserves choice, transparency, and fairness. The IGA is asking lawmakers to slow this down, listen to independent shops and consumers, and amend HB 356 before it moves any further.”*

The Independent Glass Association will continue working with North Carolina shops, consumers, and policymakers to educate legislators, identify harmful provisions, and advocate for amendments that protect consumer choice and fair competition in the auto glass industry.

**IGA’s position is clear: Oppose HB 356 unless amended.**

#### **About the Independent Glass Association**

The Independent Glass Association is a national trade association representing independent auto glass businesses and advocating for consumer choice, fair competition, safe repairs, and accountability in the auto glass claims process. The IGA works to protect independent shops and the consumers they serve through advocacy, education, industry resources, and legislative engagement.

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